

SAN DIEGO COUNTY REGIONAL COMMUNICATION SYSTEM

PARTICIPATING AGENCY VOICE RADIO SYSTEM TRAINING AND TRANSITION PLAN

NOVEMBER 1997

PARTICIPATING AGENCY VOICE RADIO SYSTEM TRAINING AND TRANSITION PLAN

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SECTION I

INTRODUCTION

The purpose of this Training and Transition Plan (TTP) is to guide and assist participant agencies in preparing for operations on the San Diego County Regional Communication System (RCS) 800 MHz radio system. The TTP is designed as a working document to be used on a regular basis to plan, prepare for and conduct mission critical activities such as training, talkgroup planning, radio programming, and installation. If used as intended, the TTP will help participant agencies anticipate potential problems and communicate proactively with the County, vendors and the RCS Training and Transition Team (TTT).

The TTP is divided in the following sections:

- Section II: Your agency task checklist with descriptions of each major task required to complete training and installation. These are the tasks that your agency needs to complete to successfully prepare for operations on the RCS. Task descriptions are included which provide a summary of the task; the timing for when to initiate and complete the task; the estimated duration of the task; and the dependencies for the task, i.e., what other tasks must be finished prior to completing the task. The checklist allows participant agencies to determine at-a-glance what the major tasks are; who they can contact for assistance for any given task; what tasks they have completed; what tasks are in progress; and when each task was started and/or completed. Participant agencies should regularly refer to and update their checklists. Contact names and telephone numbers for the TTT, Motorola and the County Radio Shop are provided in Section II.
- Section III: Description of regional implementation plan. This plan describes how regionally based groups of participant agencies will be rolled out onto the RSC system. The plan description includes a summary of the task; the list of participant agencies included in the task; the timing for when to initiate the task; the estimated duration of the task; and the dependencies for the task, i.e., what other tasks must be finished prior to completing the task.
- Section IV: Recommended guidelines for agencies to follow for key processes. These guidelines were developed to assist participant agencies in completing processes related to contracting for radio installation services, approving talkgroups, piloting mutual aid policies and procedures, programming radio templates, etc. Participant agencies should use these guidelines in preparing for and performing the tasks described in Section II.
- Section V: Your agency's detailed training and transition timeline based on the most current RCS training and transition schedule. As the RCS training and transition

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schedule is further developed and revised, your agency's timeline may be revised. In addition, if you would like to suggest revision to your timeline, you should contact the TTT. Over the course of the next several months, there may be several revisions to your timeline. Whenever revisions occur, you will receive an updated timeline to replace the out-of-date one.

- Appendix A: This appendix includes the agency status matrix which summarizes where each participating agency stands relative to each task. As the matrix is revised, you will receive an updated matrix to replace the out-of-date one.
- Appendix B: This appendix provides instructions for accessing the RCS web page and viewing and downloading the most up-to-date Training and Transition Plan, the agency task checklist, the agency timeline, and the agency status matrix.
- *Appendix C*: This appendix provides directions for reading the code plug data, modifying the radio template, and reprogramming existing 800 MHz portable and mobile radios.

We hope that this document will assist you and your agency to make a successful transition to the RCS in the months ahead. If you have any questions or suggestions, or if you require any additional assistance please contact the RCS project team at (619) 694-3663.

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SECTION II

AGENCY TASK CHECKLIST AND DESCRIPTIONS

II - AGENCY TASK CHECKLIST AND DESCRIPTIONS

This section includes your agency task checklist which appears on the following page (II - 2), as well as descriptions of each major task required to complete training and installation. These are the tasks that your agency needs to complete to successfully prepare for operations on the RCS.

Task descriptions follow the checklist. They include a summary of the task; the timing for when to initiate and complete the task; the estimated duration of the task; and the dependencies for the task, i.e., what other tasks must be finished prior to completing the task. The checklist allows participant agencies to determine at-a-glance what the major tasks are; who they can contact for assistance for any given task; what tasks they have completed; what tasks are in progress; and when each task was started and/or completed. Participant agencies should regularly refer to and update their checklists. Contact names and telephone numbers for the TTT, Motorola and the County Radio Shop are provided on page II - 3.

Instructions for accessing the RCS web page and viewing the agency task checklist are described in APPENDIX B.

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This page intentionally left blank for the agency checklist.

Contact List

<u>Name</u>	Company/Department	Phone Number
Carlos Medina	Training and Transition Team	619-565-5505
Ed Walencikowski	Motorola Inc.	760-930-4013
Stu Tant	County Radio Shop	619-694-3278
Curt Munro	RCS Project Office	619-694-3663

Training and Transition Plan Agency Task Descriptions

1. **Define equipment needs:** Determine the quantity and type of radio equipment needed by the participating agency. Identify the schedule for delivery, programming and installation of radio equipment.

Timing: Must be completed six months prior to installation

Duration: Up to one month

Dependencies: None

Note: If the participating agency is not purchasing new radio equipment and only reprogramming existing radio equipment, then skip tasks 2, 3, 4, 6, 10, 11, 12 and substitute the directions in APPENDIX C.

2. Obtain contract proposal for new equipment purchase: Negotiate prices, delivery schedule, and total expenditure for purchase of radio equipment. Obtain the final proposal for purchase of radio equipment to be presented for approval. Note that maintenance, installation and programming costs should be estimated in the proposal. If maintenance and installation services are not included in the proposal these services can be negotiated and obtained through a separate contract. Programming will be free for first time RCS Partners and must be purchased for non-RCS partners.

Timing: Must be completed five months prior to installation

Duration: Up to one month

Dependencies: Completion is contingent on the completion of Task 1

3. Get approval of new radio purchase/contract: Secure approval of the purchase of radio equipment, including appropriation of funds as necessary. Total expenditure should include purchase, maintenance, installation, and programming costs (as determined in Task 2). The lead time and duration required to complete this task is dependent on the schedule of the approval authority and the availability of funding, so the timing and duration are variable.

Timing: Must be completed three months prior to installation

Duration: Varies by agency

Dependencies: Completion is contingent on the completion of Task 2

4. Execute purchase and schedule delivery of new radio equipment: Execute purchase of radio equipment as approved. Schedule delivery to allow time for programming, installation, and training. The delivery schedule should be coordinated with the training and transition team (TTT) to ensure alignment with overall project schedule (See task #5 for training coordination). Note that delivery may be taken by the participating agency or by the County (as described in Task 10). The duration of this task varies based on the terms of each agency's purchase agreement.

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Timing: Must be completed three months prior to installation Duration: Depends upon the contract terms; varies for each agency Dependencies: Completion is contingent on the completion of Task 3

5. Determine training approach and methodology: Contact TTT to develop the specific approach and methodology for training. Coordinate schedule, logistics and responsibilities with TTT to ensure adequate preparation for and efficient execution of training related tasks. The participating agency should provide information on the number of users to be trained and the training facility to be used. Included in logistics is the scheduling of the receipt of two or more "pilot" radios to be used in Tasks 7, 8 and 9.

Timing: Must be completed three months prior to installation Duration: Depends upon the approach; varies for each agency

Dependencies: None

6. Negotiate contract for installation of new radio equipment: If installation services were not included in the contract for purchase of radio equipment, the participating agency will contract with the County, Motorola or other approved vendor for installation. Funding for installation of radio equipment should be secured in Task 3. Installation scheduling should be coordinated with the TTT so that training can be conducted concurrently.

Timing: Must be completed three months prior to installation

Duration: Varies by agency

Dependencies: Completion is contingent on the completion of Task 3; this task may be

included in Task 3

7. **Train the trainer(s):** Participating agency training staff attend training sessions, prepare to conduct user training, and coordinate user training logistics with TTT. The objective of the train the trainer approach is to transfer complete knowledge and understanding of radio system policies, procedures, and operations to agency training staff so that they can become the local expert. Development of local expertise provides the foundation for successful installation, initial user training, and on-going training and support. The participating agency should provide for at least two of each type of radios to be available during this task.

Timing: Must be completed at least one month prior to installation

Duration: Four to six weeks

Dependencies: Should begin with Task 1

8. Approve and sign-off on talkgroup plan/operating policy: The RCS has developed the preliminary talkgroup fleetmap. The participating agency must approve or modify their talkgroup plan as appropriate, and develop their own operating policy. Each participating agency should contact the TTT for mutual aid pilot testing (#1) and finalization of the talkgroup plan. The TTT will train each participating agency on how to use their talkgroups and describe the mutual aid procedures. The participating agency should provide for at least two pilot radios to be available during this task.

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Timing: Must be completed one month prior to installation

Duration: Up to two months

Dependencies: Should begin with Task 1

9. Develop and pilot radio template programming: The participating agency should schedule an introduction and template training meeting with the TTT prior to programming and full delivery of radios. The template includes the talkgroup plan and radio button programming for each radio type in the agencies fleet. The participating agency should work with the TTT to develop a pilot radio template test (#2). The TTT will present the pros and cons of programming the radio buttons in various configurations. The participating agency should test the demo template with users, collect feedback, revise and approve the final template. The participating agency should provide for at least two pilot radios to be available during this task.

Timing: Must be completed two weeks prior to installation

Duration: Up to two month

Dependencies: Completion is contingent on receiving early shipment of a few radios

(as described in Task 10).

10. Receive new radios: The participating agency (except the Sheriff contract cities) receives, inventories, and tags their own radio equipment from Motorola. The Sheriff contract cities' radios will be delivered to the County Radio Shop (for programming) and a Sheriff contract city representative must witness the receipt of delivery by the County. The participating agency should obtain at least two of each type of radio they have ordered to use in Task 7, to train their trainer(s) and Task 9 to pilot test their template. Receipt of radio equipment must be completed one week prior to Tasks 7 and 9.

Timing: Must be completed two weeks prior to installation

Duration: Variable

Dependencies: Completion is contingent on the completion of Task 4

11. **Program new radios:** New or first time radio programming must to done by the County at either the County Radio Shop or at the participating agency site. First time radio programming for the RCS partners is free of charge. Subsequent programming may be completed by RCS board approved vendor and must be paid by the participating agency.

Timing: Must be completed prior to installation

Duration: Up to one week

Dependencies: Completion is contingent on the completion of Tasks 9 and 10

12. Install new radios: The participating agency must have the radios installed by the County, Motorola, or other RCS approved vendors. Installation should be completed 1 or 2 days after Task 13, user training. Duration is variable dependant upon the installation throughput and type of vehicle. The estimate of radio installation throughput is ten vehicle installations per day for the Sheriff's automobiles; five vehicles at the County Radio Shop and five vehicles at the agency's site.

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Timing: Must be concurrent with user training

Duration: Variable

Dependencies: Completion is contingent on the completion of Task 11

13. Conduct user training: The participating agency receives training for the end-user and/or the agency trainer. There will be eight trainers for Voice Radio training. Training related items include manuals, instructional materials, user reference guides, training video, and actual radios for hands-on demonstrations. Training will be conducted at the same time the radios are installed in the participating agency vehicles.

Timing: Must be concurrent with installation

Duration: 3 to 4 hours per class; up to one week per agency to complete (depending

on the number of users)

Dependencies: Completion is contingent on Task 12

14. Conduct follow up visit and survey: The TTT members will conduct site visits with all the participating agencies for follow up questions. A training survey will be distributed and collected to measure the effectiveness of the course content and training method.

Timing: One to two weeks after training is completed.

Duration: Up to one day

Dependencies: Completion is contingent on the completion of Task 13

15. Develop legacy training program: Develop long-term, on-going radio system training programs to be incorporated into existing training programs/academies. TTT members will conduct site visits with all the participating agencies for follow up questions. A training survey will be distributed and collected to measure the effectiveness of the course content and training method.

Timing: Can begin any time before user training is completed; must be completed by the time RCS training support services are discontinued.

Duration: Varies

Dependencies: Completion is contingent on the completion of Task 13

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SECTION III

REGIONAL IMPLEMENTATION PLAN

III -REGIONAL IMPLEMENTATION PLAN

This section includes description of the regional implementation plan. The plan describes how regionally based groups of participant agencies will be rolled out onto the RCS System. The intention is to transition groups of participating agencies onto the RCS in dispatch/regional groups. The transition plan description includes a summary of each task; a list of participating agencies included in the task; the timing for when to initiate the task; the estimated duration of the task; and the dependencies for the task, i.e., what other tasks must be finished prior to completing the task.

REGIONAL SPECIFIC IMPLEMENTATION TASK DESCRIPTIONS

1. Transition North Simulcast Cell Agencies Using Mobile Data Frequencies: The following agencies will transition from their conventional 806 MHz frequencies, so that these frequencies can be used for mobile data testing and operation. Each agency's radio will be reprogrammed to include their complete radio template (Refer to APPENDIX C). The agencies radios will be reprogrammed so that training and change to their current operations will be minimized. The public works agencies will be trained by their respective fire agency's trainers.

Agencies:

- Encinitas Public Works
- Olivenhain Water*
- Rancho Santa Fe Patrol
- Solana Beach Public Works and Lifeguards
- Vista Public Works

Timing: Start on January 2, 1998

Duration: Approximately one week to reprogram and train

Dependencies: Completion is contingent on the completion of Acceptance Testing

- * Olivenhain Water District needs to contract with the RCS for service before becoming fully operational on the system.
- 2. Transition Agencies in the North County Dispatch JPA: Once the North simulcast cell data frequencies are free, full rollout of the RCS transition can begin. The North County Dispatch JPA was chosen to transition together because each of the agencies need to coordinate and work together on a daily basis. For fire agencies, installation

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can precede training because new equipment can be installed alongside existing equipment without disrupting current operations.

Agencies:

• Encinitas Fire Department

• Solana Beach Fire Department

• Vista Fire Department

• San Marcos Fire Department

• Rancho Santa Fe Fire Department

• Elfin Forest CSA

Timing: January 1998

Duration: Approximately three weeks to train

Dependencies: Completion is contingent on the completion of Task 1

3. Transition Remaining North Cell Fire, Police, and Public Works Agencies: After the North County JPA has transitioned to the RCS, the remaining North simulcast cell agencies can be transitioned. Most public works agencies will be trained by their city's fire trainers. A combined training session will be conducted for all the remaining public works agencies in the North Cell that will not be trained by their city's fire trainers.

Agencies:

- Carlsbad Fire Department
- Carlsbad Police Department
- Carlsbad Public Works
- Deer Springs Fire
- Del Mar Fire Department
- Del Mar Public Works
- Pala Fire
- Poway Fire
- Poway Public Works
- Ramona Fire
- San Marcos Public Works
- San Pasqual VFD

Timing: 1st Quarter 1998

Duration: Approximately one month to train

Dependencies: Completion is contingent on the completion of Task 2

4. Transition Agencies Dispatched by Heartland and Other South Cell Agencies: After all the agencies working in the North cell are transitioned, the agencies in the South simulcast cell can begin transitioning. The agencies dispatched by Heartland were chosen to transition together because each of the agencies need to coordinate and work together on a daily basis. For fire agencies, installation can preced training because

new equipment can be installed alongside existing equipment, without disrupting current operations.

Agencies:

- Alpine Fire
- Bonita Sunnyside Fire
- East County Fire
- Imperial Beach Fire
- Imperial Beach Public Works
- Lakeside Fire
- Lemon Grove Fire
- Lemon Grove Public Works
- Lower Sweetwater Fire
- San Miguel Fire
- Santee Fire
- Santee Public Works
- Sycuan Fire

Timing: 2nd Quarter 1998

Duration: Approximately five weeks to train

Dependencies: Completion is contingent on the completion of Task 3

5. *Transition Sheriff's Department*: After the Emergency Communications Complex is complete, county wide agencies can begin the transition to the new system. The Sheriff's Department will be the first County public safety agency to transition.

Agencies:

- Encinitas
- Vista
- San Marcos
- Fallbrook
- Valley Center
- Poway
- Del Mar
- Solana Beach
- Central Units (COC)
- Ramona
- Santee

- Alpine
- Lemon Grove
- Imperial Beach
- Campo
- Pine Valley
- Julian
- Ranchita

Timing: The Sheriff's Department will start in June 1998; the sequence is TBD

Duration: Approximately three months to train

Dependencies: Completion is contingent on the completion of Task 4

6. Transition Other County Public Safety Agencies: The remaining County Public Safety agencies will be next group to transition onto the RCS.

Agencies:

- Marshal
- Medical Examiner **
- Animal Control **
- District Attorney **
- Probation
- Office of Disaster Preparedness

Timing: County agencies will start in 4th Quarter 1998; the sequence is TBD

Duration: Approximately one month to train

Dependencies: Completion is contingent on the completion of Task 5

- ** Medical Examiner, Animal Control, and District Attorney may transition within the same time frame as the Sheriff.
- 7. *Transition East Agencies:* After transitioning is complete for the North Cell agencies, South Cell Agencies, and County Public Safety agencies, the agencies in the East region can begin transitioning.

Agencies:

- Borrrego Springs Fire
- Boulevard VFD
- California Dept Forestry
- Campo VFD
- Intermountain VFD
- Julian-Cuyamaca Fire PD
- Mt Laguna VFD
- Ocotillo Wells VFD
- Palomar Mountain VFD
- Pine Valley Fire
- Ranchita VFD

- Rural Fire
- Shelter Valley VFD
- Sunshine Summit VFD
- Valley Center Fire
- Warner Springs VFD

Timing: TBD, dependent on dispatch choices

Duration: TBD

Dependencies: Completion is contingent on the completion of Task 6

8. *Transition all Other County Agencies:* All other County Public Service agencies can begin transitioning in 1999.

Agencies:

- Parks and Recreation
- Health Services
- Department of Information Services
- Planning and Land Use
- General Services
- Agriculture
- Public Works
- SD County Humane Society

Timing: Start in 2nd Quarter 1999

Duration: Estimated at one month to train

Dependencies: Completion is contingent on the completion of Tasks 7

9. Transition California Department of Transportation: Cal Trans is scheduled to transition in March 1999.

Agencies: Cal Trans

Timing: Start in March 1999 Duration: Up to the agency

Dependencies: Completion is contingent on the completion of Task 8

The overall regional implementation plan is included on the following page (III-6). This schedule will be updated every two weeks and will be available on the RCS web page.

Instructions for accessing the RCS web page, downloading and viewing the up-to-date overall regional implementation schedule are described in APPENDIX B.

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SECTION IV

GUIDELINES FOR KEY PROCESSES

IV – GUIDELINES FOR KEY PROCESSES

This section provides recommended guidelines for agencies to follow for in preparation for transitioning onto the RCS. These guidelines were developed to assist participant agencies in completing key processes related to contracting for radio installation services, approving talkgroups, piloting mutual aid policies and procedures, programming radio templates, etc. Participant agencies should use these guidelines in preparing for and performing the tasks described in Section II.

KEY PROCESSES

Contracting for Installation Services

- Installation services may be included in the purchase contract with Motorola
- Agencies can contract with the County for installation
- Other qualified installers (vendors) will be authorized by the RCS to provide installation services; to date no additional installers have been authorized
- Installation costs should be included in the initial cost estimate and funding request submitted for approval
- Installation should be scheduled in coordination with the TTT so that adequate lead-time is allowed to prepare for and implement training.

Piloting and Finalizing Radio Templates

On the RCS, communication channels are referred to as "talkgroups". The plan depicting the layout of all talkgroups on the entire system is known as a fleetmap. In the system fleetmap, there is a total of approximately 700 talkgroups that are allocated for single agency operations, such as dispatch, and for inter-agency mutual aid operations. To best fit each user group's specific communication needs, a subset of operational and mutual-aid talkgroups are chosen from the system fleetmap with the intent of maintaining simplicity. It is recognized that each participating agency will likely have several user groups that require a unique combination of talkgroups. The specialized plan for which talkgroups will be programmed into a group of radios is known as a template.

- The RCS staff has developed the preliminary system talkgroup fleetmap which will be used as the basis for finalizing agency templates
- The templates include the talkgroups and radio button programming for each radio type in the agency's fleet
- Agencies should schedule an introduction and template training meeting with the TTT

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- If the participating agency has trainers, they should attend this meeting
- The TTT will provide training and support on the fleetmap, template development, radio use, and preliminary system operational policies and procedures
- Agencies should work with the TTT to develop a pilot test for each radio template in their fleet
- The purpose of the template pilot testing is to reduce the need to reprogram radios after installation
- Agencies will provide at least two of each type of radios they ordered for the pilot testing
- Two radio will be programmed with each template so that the intended users can test the operation to see that it meets their needs
- Agencies should test the demo template with users, collect feedback, revise and approve the final template before the county programs the remainder of their radios

Mutual-Aid Policies and Procedures

- Each agency's templates include operational and mutual aid talkgroups based on the preliminary fleetmap
- Agency specific mutual-aid policies and procedures must be considered before finalizing templates
- Inter-agency mutual aid pilot testing will be conducted for all mutual aid groups; all mutual aid agencies will be involved in the pilot testing and will be required to sign off on the final plan
- The purpose of mutual aid pilot testing is to reduce the need to revise talkgroups after installation
- Agencies should plan to have at least two pilot radios available for mutual aid pilot
- The TTT will coordinate inter-agency pilot testing
- Participating agencies are encouraged to conduct internal mutual aid testing as part of the template pilot tests
- Each participating agency must also develop or adjust their own mutual aid operating policies to meet the approved final plan

Receiving and Inventorying Radios

- All agencies (except the Sheriff contract cities) are responsible for receiving, inventorying, and tagging their own radio equipment
- Agencies should obtain at least two of each type of radio they have ordered to use to train their trainer(s) and to pilot test their templates. Receipt of radio equipment must be completed no later than one week prior to installation and final user training

Coordinating Training and Installation

- The TTT can assist agencies in scheduling and coordinating user training with programming and installing radios
- User radios will be programmed based on the template; this allows for the fastest, most efficient installation process
- New or first time radio programming must be done by the County at either the County Radio Shop or at the participating agency site

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- The estimate of radio installation throughput is ten vehicle installations per day for the Sheriff's automobiles; five vehicles at the County Radio Shop and five vehicles at the agency's site
- The time required to complete installation for each agency is variable dependant on the installation throughput and number and type of vehicle
- Installation for law enforcement agencies should be completed within 1 or 2 days after user training
- Installation for fire and public works agencies can be completed up to four weeks prior to user training assuming existing equipment will remain operational. New radios will not be enabled until users have been trained

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SECTION V

DETAILED TRAINING TIMELINE

V – DETAILED TRAINING TIMELINE

This section includes your agency's detailed training and transition timeline based on the most current RCS training and transition schedule. As the RCS training and transition schedule is further developed and revised, your agency's timeline may be revised. In addition, if you would like to suggest revisions to your timeline, you should contact the TTT. Over the course of the next several months, there may be several revisions to the overall schedule which may affect your timeline. The overall project schedule is maintained on the RCS web page. It is updated every two weeks.

Instructions for accessing the RCS web page, downloading the current Training and Transition Plan, and viewing your up-to-date timeline are described in APPENDIX B.

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APPENDIX A

AGENCY STATUS MATRIX

APPENDIX A – AGENCY STATUS MATRIX

This appendix includes the agency status matrix which shows the current status of each participating agency relative to the tasks described in Section II. As each agency makes progress towards training and implementation, the matrix will be updated. The up-to-date matrix is maintained on the RCS web page. It is updated every two weeks.

Instructions for accessing the RCS web page and viewing the agency status matrix are described in APPENDIX B.

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APPENDIX B

DOWNLOADING PDF FILES

APPENDIX B – DOWNLOADING PDF FILES

This appendix provides instructions for accessing the RCS web page to view and download the Training and Transition Plan, the agency task checklist, the agency timeline, and the agency status matrix. As the RCS Training and Transition Plan is further developed and revised, your agency's timeline, schedule and status matrix may be revised. The RCS Web page will be updated every two weeks.

INTERNET INSTRUCTIONS

- 1. Access The RCS Homepage: Through your internet service, type in the RCS Homepage URL (http://www.rad.co.san-diego.ca.us/rcs/)
 Note: the RCS is in the process of obtaining it's own domain name. The new URL will be provided to the agencies as soon as it becomes available. Also, there will be a hot link provided from the old URL to the new URL for a specified amount of time.
- 2. Downloading Adobe Acrobat Reader: From the RCS Homepage, click on the Adobe Acrobat Reader icon and follow the downloading instructions provided. In order to read the PDF files, the free Adobe Acrobat reader must be loaded on your computer. The Adobe Acrobat Reader URL is: (http://www.adobe.com/prodindex/acrobat/readstep.html).
- 3. Viewing and Downloading the Training and Transition Plan: From the RCS Homepage, click on the Training and Transition icon. Next, click on the Training and Transition PDF file icon. Select either to view the file on your screen or to download the file onto your hard drive.
- 4. Viewing and Downloading the Agency Task Checklist: From the RCS Homepage, click on the Training and Transition icon. Next, click on the Agency Checklist icon. Click on PDF file icon with the name of your agency. Select either to view the file on your screen or to download the file onto your hard drive.
- 5. Viewing and Downloading the Agency Timeline: From the RCS Homepage, click on the Training and Transition icon. Next, click on the Agency Timeline icon. Click on PDF file icon with the name of your agency. Select either to view the file on your screen or to download the file onto your hard drive.
- **6.** Viewing and Downloading the Agency Status Matrix: From the RCS Homepage, click on the Training and Transition icon. Next, click on the Agency Status Matrix icon. Select either to view the file on your screen or to download the file onto your hard drive.

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APPENDIX C

REPROGRAMMING EXISTING RADIOS

APPENDIX C – REPROGRAMMING EXISTING RADIOS

This appendix provides directions for reading the code plug data, modifying the radio template, and reprogramming existing 800 MHz portable and mobile radios.

REPROGRAMMING INSTRUCTIONS

- 1. Read the Code Plug Data: All existing 800 MHz mobile and portable radios must have the code plug data read through the County Radio Shop or an approved RCS vendor. The steps to complete this process include:
 - De-installing the mobile radios
 - Recording which mobile radio is in which vehicle
 - Inserting the agency's system key (if applicable)
 - Reading the code plug data file in existing portable and mobile radios
 - Identifying the ROM version and memory logic module in each radio
 - Saving the code plug data files on disk
 - Re-installing the mobile radios.
- 2. *Modify Radio Template:* Next, the Agency shall provide the code plug data file on disk to the County Radio Shop. The County Radio Shop will modify the code plug data file according to the final approved template. If the ROM version is different than a previously read code plug data file, then modification of the code plug data/radio template is needed. If the ROM version is the same as a previously read code plug data file, then the radio template can be cloned from the previously saved file.
- **3.** Reprogram Existing Radios: The County Radio Shop or an approved RCS vendor (along with a County Radio Shop Technician) will reprogram the existing 800 MHz mobile and portable radios. The steps to complete this process include:
 - De-installing the mobile radios
 - Inserting RCS system key
 - Downloading the new code plug data into the existing mobile and portable radios
 - Re-installing mobile radio

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